Computer Based Systems, Inc. CIO FM/EUS Work Plan		
COTR	Task Title	Task Manager
Tom King 305-8999	NT Operating Systems Support	Dave Przech 305-9208

## 1.	BACKGROUND

The Systems Software Division (SSD), provides support to the operations staff and application programmers by maintaining the Windows NT operating system, specifically NT Server. This involves ongoing activity in the areas of the Windows NT system software, NT systems administration, TCP/IP, Internet services, hardware configuration upgrades, and automated operations. Operating system support involves the maintenance/upgrades to products from Microsoft, Input Accel, Wang, and Kodak.   The objective of this task is to augment current staff by providing operating system and telecommunication software support to SSD.

The Contractor shall provide Windows NT systems programming for NT Server and telecommunications support to augment the current staff of the Systems Software Division. The requirements, identified in Section 2, Statement of Work Requirements, will be met by the resources identified in Section 6A CBSI Proposed Resources. This Work Plan covers planned activities and resources through January 16, 2001.

## 2.	STATEMENT OF WORK REQUIREMENTS

(1)	The Contractor shall provide technical services to maintain the production environment for the HP AIS Application servers running on the Windows NT Operating System. This will include periodic software upgrades to Windows NT Servers, and to all other vendor supporting system software.

(2)	The Contractor shall provide technical services to develop, program, test and implement system software utilities for the Windows NT based application platforms. All new programs and processes will operate in an "unattended operations" central computer environment.

(3)	The Contractor shall provide technical support and troubleshooting assistance for the application development community by answering questions on application interfaces to the operating system, and identifying production anomalies to developers for their corrective action. This task will be a continuous effort.

(4)	The Contractor shall provide technical services required for any necessary hardware upgrades and maintenance, including monitoring the performance of existing hardware. This task will be a continuous effort.

(5) The Contractor shall provide support day to day operational support, troubleshooting problem records assigned, and taking proper corrective actions. This may involve complete reloading of servers.

(6) The Contractor shall assist the PTO personnel in the installation of system software during non-production hours. The Contractor shall provide off-hour on-call support following the installation of any system software processes or hardware. Non-production and off hour support is defined as outside principal period of performance hours. The Contractor shall periodically provide 24-hour on-call support as assigned.

(7) The Contractor shall analyze assigned tasks and provide estimated time frames to complete to the Task Manager or designated representative. The Task Manager will do an independent time assessment and the deadline will be negotiated.

(8) The Contractor shall use the production Problem/Change Management system to track all problems and changes. Work will be documented in problem and/or change records and appropriate OCIO approval will be acquired for all changes made.

3. GOVERNMENT FURNISHED MATERIAL

The PTO will provide work space, equipment, tools, and supplies required to perform the task assigned to the System Software Programmer while on-site at the PTO.

4. LEVEL OF EFFORT

The amount of work required to perform this task may vary from day to day. However, the Contractor is responsible for ensuring all work is performed within the time frame established by the PTO Task Manager at time of assignment.

5. PLACE OF PERFORMANCE

Work will be performed at the PTO facility.

6. SCHEDULE OF DELIVERABLES

Deliverables		Due Date
Status Report	Weekly Status Report for this task	Weekly
Problem /Change Records	Problem and change records fully documenting work done on problems, changes, and projects.	Ongoing

7. APPLICATION FOR INFORMATION SYSTEMS LIFE CYCLE MANAGEMENT (AIS-LCM)

AIS-LCM is required under this task order.